



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of

SCAHILL

Atty. Ref.: 36-1881; Confirmation No. 1512

Appl. No. 10/552,024

TC/A.U. 2626

Filed: January 21, 2005

Examiner: N. Lennox

For: IMPROVEMENTS IN OR RELATING TO INFORMATION PROVISION FOR CALL CENTRES

\* \* \* \* \*

February 25, 2008 (February 24 being  
a Sunday)

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Office Action dated 09/24/2007, please amend the above-identified  
application as shown below:

02/26/2008 HBELETE1 00000126 10552024  
01 10:1252

460.00 0P